



Arizona Early Intervention Program (AzEIP) Job Aid

Service Coordinator Monthly Family Contact

The Service Coordinator (SC) is required to make monthly contact with the family. AzEIP recommends the contact be made in-person, by video meeting or by phone. The monthly contact should be scheduled with enough time to allow for rich discussions and to answer questions or concerns.

Successful conversations with families include:

- Intentionally scheduling at a day and time convenient for the family
- Using the preferred language of the family
- Asking individualized open-ended questions
- Taking interest in the family and their values
- Actively engaging the family
- Ensuring the family feels safe to share
- Focusing on the child and family's strengths and priorities
- Building rapport and trust with the family

Conversation Topics:

- Individualized Family Service Plan (IFSP):
 - Confirm the family has received a copy of their IFSP
 - Ask if the family has any questions about the IFSP
 - Schedule/Confirm the next IFSP meeting
- Child/Family Information:
 - Verify demographics
 - Family's phone numbers
 - Address
 - Obtain medical updates:
 - Any changes in the child's medical status
 - Any changes to child's pediatrician or insurance
- Child's overall progress/milestones:
 - Have there been any changes to child and family's daily routines
 - Interests
 - New Activities
 - Childcare/Daycare
 - Updates of family's priorities and concerns
 - Has the family identified progress towards meeting their outcome(s):
 - Strategies the family has found beneficial
 - What is the family working on independently
- Ongoing Supports and Services:
 - Confirm services identified on the IFSP are being provided
 - Confirm services have started and met the planned start date
 - Are services meeting the needs of the family
 - Does the family have any questions about services
 - Discuss Community Resources and other services:
 - Services the family is currently utilizing
 - Services the family needs

See reverse for EOE/ADA disclosures



- Resource Sharing
- Invite Family to Team Meeting for Quarterly Progress Report discussion
- Child and Family Rights:
 - Support the family in understanding their rights
 - Discuss dispute resolution options
- Transition:
 - Schedule Transition Activities
 - Confirm Transition Dates
 - Confirm Transition steps occur
 - Support family with knowledge around Transition
 - Ask if family has any questions about Transition
 - Provide Transition and Community Resources
- Prior to Exit:
 - Identify if family would like a copy of their child's record
 - Provide AzEIP Family Survey
 - Support the family in accessing therapies through their health insurance, if needed
 - For Division of Developmental Disabilities (DDD) eligible children, share the Children's Unit SC contact information with the family
- Schedule next SC Contact:
 - Family contact preference (in-person, alternative, phone, email)
 - Date and Time (that is convenient for the family)

English version-
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*The list of conversation topics is not an exhaustive list. Conversations with families should be individualized and dependent on each family's unique needs.

POLICY AND PROCEDURE REFERENCES:

AzEIP Policy Manual 3.0.5:

Service coordination is provided to all families by a service coordinator.

- a. The service coordinator is responsible for coordinating the development of supports and services to assist in the delivery of early intervention services including:
 1. Coordinating all activities during the initial planning process (IPP)
 2. Coordinating the provision of early intervention services and other services identified on the IFSP
 3. Coordinating, facilitating, and monitoring the delivery of services to ensure that the services are provided in a timely manner
 4. serving as a single point of contact for families and informing families of their rights and procedural safeguards.

AzEIP Procedure Manual 3.10.4:

The service coordinator contacts the family monthly by phone, e-mail, or in- person to:

- a. ensure early intervention services are provided as planned
- b. determine the need to reconvene the IFSP team to discuss new outcomes or changes in services
- c. ensure that the family has access to needed resources that were previously identified, such as WIC, Early Head Start, and other early education or childcare programs
- d. discuss any new questions or interests of the family